



# Medicaid Client Portal Job Aid for Providers



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP  
A STATE MEDICAID CONTRACTOR

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# Medicaid Client Portal Job Aid for Providers

## Introduction

This job aid explains how to use the Medicaid Client Portal to view Medicaid clients' health information, including their:

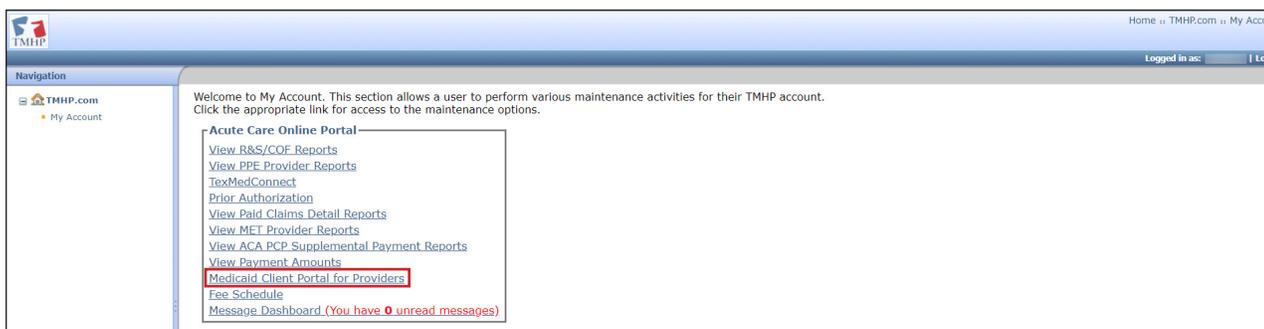
- Medical and dental plans.
- Health events.
- Vaccines.
- Prescription medicines.
- Medicaid cards.

Important: You must agree to the site's Terms of Use and Consent Attestation before you can use the site. The provider's use of the site and the client health information displayed on the site is limited by the Terms of Use. Do not share this information with other providers.

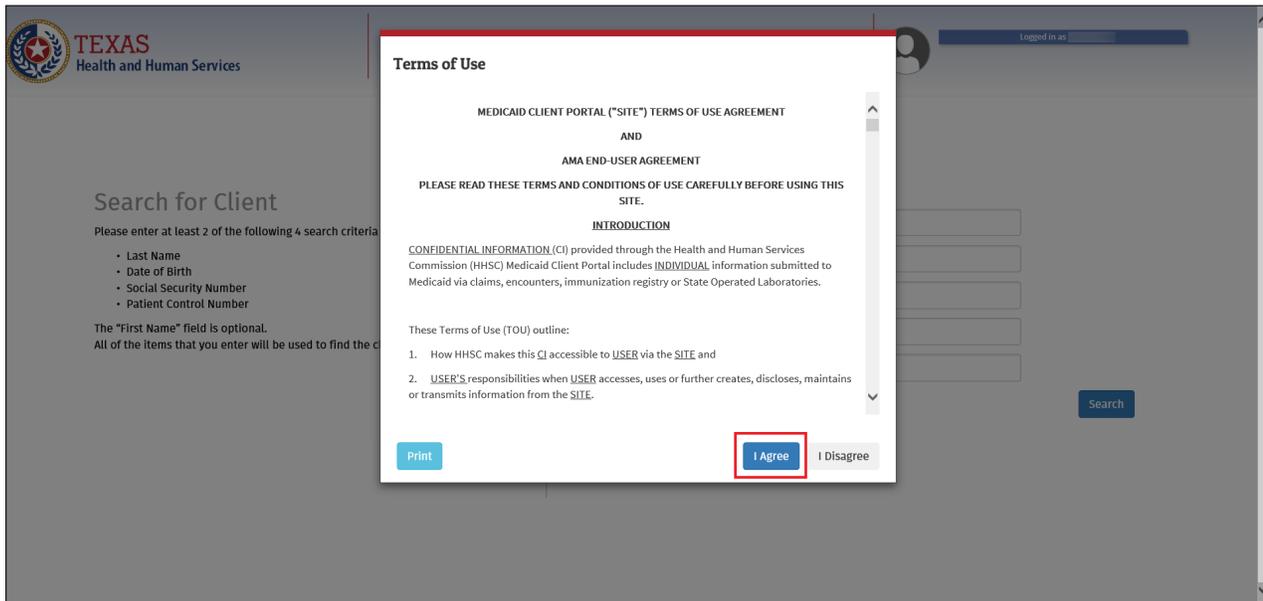
## Access the Medicaid Client Portal

Log in to your TMHP provider account on the [TMHP website](#).

Click **Medicaid Client Portal for Providers**. The Medicaid Client Portal Site Terms of Use Agreement and AMA End-User Agreement window will open.



- 1) Click **I Agree**. You cannot access the site unless you agree. Click **Print** to print copies of the Terms of Use. The Medicaid Client Portal for Providers will open.



- 2) Fill in at least two of the following fields to search for a client:

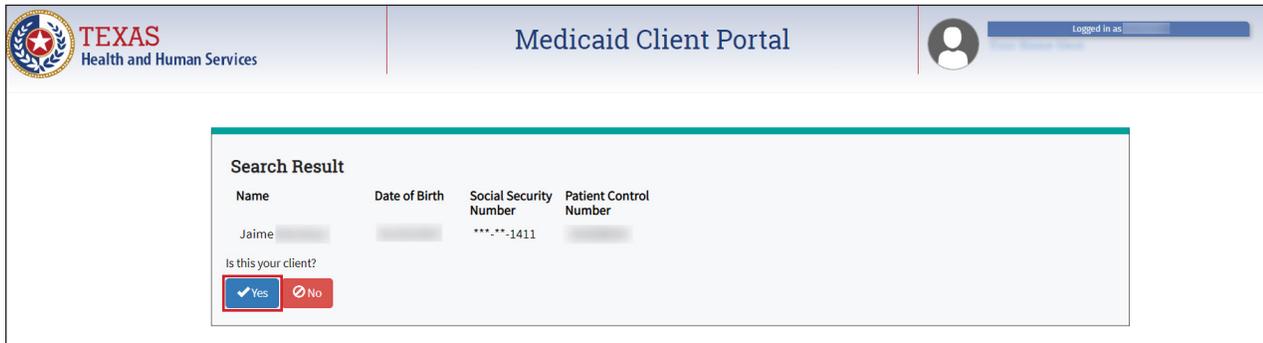
- Last Name
- Date of Birth (DOB)
- Social Security Number (SSN)
- Patient Control Number (PCN)

**Note:** *First Name is an optional field.*



Click **Search**. If you submit an invalid search or use only one field, you will receive an error message.

3) Confirm the search result is correct by clicking **Yes**.



## Using the Medicaid Client Portal

The Medicaid Client Portal displays health information for all clients except those who have opted out of sharing their health information, are inactive, or are in foster care.

## Medicaid Benefits Tab



The Medicaid Benefits tab displays the Eligibility Verification search function, and the client's:

- Name, Patient Control Number (PCN), and status.
- Texas Health Steps information (when applicable).
- Medicaid health plans and their contact information.
- Main doctor and the doctor's contact information.
- Medicaid benefits.



Logged in as portaluser  
Return to Search | Provider

- [Medicaid Benefits](#)
- [Cards](#)
- [Health Summary ▾](#)

Charlotte [View Details](#)      Current Medicaid Status: **Active**  
Medicaid ID: [XXXXXXXXXX](#)

### Eligibility Verification

Please select a Month and Year for the Eligibility Verification

Month  Year

### Medicaid Health Plans

Medicaid Program: [XXXXXXXXXX](#)  
Medical Plan: [XXXXXXXXXX](#)      Phone: [XXXXXXXXXX](#)  
Medical Plan Website: [Visit](#)

### Main Doctor

Main Doctor: [XXXXXXXXXX](#) [View Map](#)  
Lock-in: No  
Phone: [XXXXXXXXXX](#)  
Address: [XXXXXXXXXX](#)

### + Medicaid Benefits

With Medicaid you can get services to help keep you well and treatment for when you get sick or injured. People in STAR, STAR+PLUS, STAR Health, STAR Kids and traditional Medicaid may be able to get basic services, such as:

Each Medicaid medical plan may have different value-added or extra services. Call the medical plan to learn more.

People who have Medicaid and are 20 or younger can get all of the health-care they need to improve their health.

The Eligibility Verification search function allows you to search for details about a client’s eligibility by month and year, including Type of Assistance (TOA). If you want to search for more than one month, you must search for each month. You can print the results that are displayed on this page.

Cortez Current Medicaid Status: Active  
Medicaid ID: [REDACTED]

**Eligibility Verification**  
Please select a Month and Year for the Eligibility Verification

Month: Nov Year: 2021   **Eligibility Verification for Nov 2021**

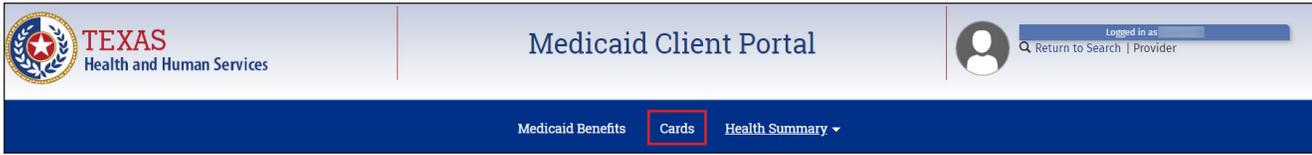
**Client Information**

Client Name	Date of Birth	Address	Social Security Number	Medicare Beneficiary Identifier
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Type of Assistance**

TOA Code	TOA Group	Description
TP24	---	MC - QMB
TOA Code	TOA Group	Description
TA10	MEDICAID	ME - Waivers
TOA Code	TOA Group	Description
TP89	LTC (Waiver)	STAR+Plus Programs

# Cards Tab



The Cards tab displays the client’s Medicaid card. You can print a copy of the card from this tab.

View Card: JAIME [redacted] ▼
Print your card

**Front of Card**

**Back of Card**

Members: Keep this card with you. This is your medical ID card. Show this card to your doctor when you get services. To learn more, go to [www.YourTexasBenefits.com](http://www.YourTexasBenefits.com) or call 800-252-8263.

Miembros: Lieve esta tarjeta con usted. Muestre esta tarjeta a su doctor al recibir servicios. Para más información, vaya a [www.YourTexasBenefits.com](http://www.YourTexasBenefits.com) o llame al 800-252-8263.

THIS CARD DOESN'T GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES.

Providers: To verify eligibility, call 800-925-9126. Non-managed care pharmacy claims assistance: 800-435-4165

Non-managed care Rx billing: RxBIN: [redacted] / RxPCN: [redacted] / RXGRP: [redacted]

**My Information**

Member ID: [redacted]	Date of Birth: [redacted]	Program Name: STAR Kids	Medicare Coverage: N
Name: JAIME [redacted]	Gender: M	Medicare Beneficiary Identifier:	

Medical Plan	Dental Plan	Pharmacy Benefits
Plan Name: UNITEDHEALTHCARE Plan Phone: 8775977999 Call this number if you have questions about your doctor or health services.	Plan Name: DENTAQUEST Plan Phone: 8005160165 Call this number if you have questions about your dentist or dental services.	RxBIN: 610494 RxPCN: 9999 RxGRP: ACUTX

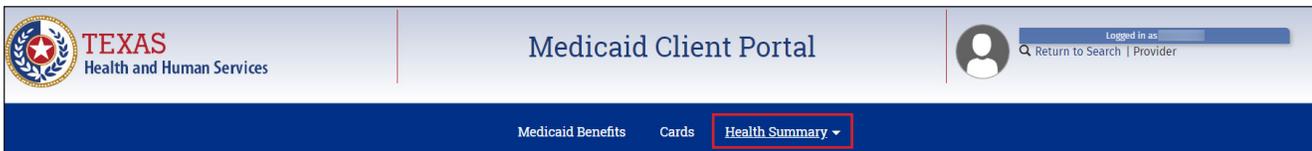
**Main Doctor**

Name: [redacted] Phone: [redacted]  
Address: [redacted], TX 78526-3376

**This document does not guarantee eligibility or payment for services.**

To learn more, call 800-252-8263.

# Health Summary



You can only view the information on this tab if the client you are viewing has consented to share their health information, and you have reviewed the Medicaid Client Portal Consent Attestation and clicked **I Agree**.

After you have confirmed consent, you can view and print information about the client’s last anesthesia date, health events, vaccines, and prescription medicines.

Note: All of the tables that are displayed in the Health Summary tab can be sorted by clicking the column heading.

The screenshot displays the Medicaid Client Portal interface. At the top left is the Texas Health and Human Services logo. The main header reads "Medicaid Client Portal". On the right, there is a user profile icon and a search bar with the text "Logged in as" and "Return to Search | Provider". Below the header is a navigation bar with three tabs: "Medicaid Benefits", "Cards", and "Health Summary" (which is selected and has a dropdown arrow). The main content area features a "Medicaid Client Portal Consent Attestation" form. The form text states: "I, USER of the Medicaid Client Portal ('the site'), attest to receipt of and I understand the following Consent requirements in order to have authorized access to the site in addition to the Terms of Use ('TOU') for the site. Information provided through the site includes information submitted to Medicaid via claims, encounters, or immunization registry, that is subject to Medicaid safeguard and confidentiality requirements and may be subject to safeguard and confidentiality requirements under other applicable law, regulations and rules. USER must comply with all applicable privacy, security, use and disclosure requirements (please refer to Chapter 390 of the Texas Administrative Code), including without limitation applicable consent for treatment and/or consent for authorization for use or disclosure of information sourced through the site." Below this is a "WARNING" section: "Information is sought in the site, access to information about that individual is legally prohibited." A section titled "\* Patient Consent on File:" follows, with the text: "By clicking 'I Agree' below, you confirm that you are a provider and acknowledge and accept the foregoing obligations. If you do not agree, please exit out of the site, you do not have sufficient authority and will not be permitted access to data sourced from the site." At the bottom of the form are two buttons: "I Agree" (highlighted in red) and "I Disagree". The footer of the page contains the Texas Health and Human Services logo and a list of links: Home, Find a Doctor, CHIP/Children's Medicaid, Common Questions, Contact Us, Compact with Texans, Privacy Practices, and Texas Online.

**My Health Information**—Displays the client’s health events and last anesthesia date, if it was within the last six months.



## Medicaid Client Portal


Logged in as [Name]  
[Return to Search](#) | [Provider](#)

[Medicaid Benefits](#)   [Cards](#)   [Health Summary](#)

Jaime [Redacted]
Current Medicaid Status: Active  
Medicaid ID: [Redacted]

WARNING: The information may contain confidential Substance Use Disorder (SUD) data which is strictly regulated by 42 CFR Part 2, HIPAA, other applicable state and federal laws, the Medicaid Provider Agreement with HHSC and this site's Terms of Use located in the links below. By accessing this information, you are certifying there is an authorized purpose and you are an authorized user to do so. If you have no authority to do so or have no authorized purpose, you MUST exit this page immediately.

**Last Dental Anesthesia Date:** 04/29/2019

PLEASE NOTE - If this client is enrolled with a Managed Care Organization (MCO), the most recent service may not be reflected in the health summary. Please contact the MCO for the most recent information.

### My Health Information

This section provides you with an overview of the Health Events for the client you selected

Date of Service	Type of Claim	Provider Name	Diagnosis
05/20/2019	Dental	--	--
04/30/2018	Dental	[Redacted]	[Redacted]
05/06/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/05/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/05/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/05/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/04/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/04/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER
05/04/2017	Professional	[Redacted]	HO... OPPOSITIONAL DEFIANT DISORDER

Showing 10 of 87 items

Double-click an event to view more details about the event.

### My Health Information

This section provides you with an overview of the Health Events for the client you selected

[← Back to My Health Information](#)
[Print](#)

#### Service Place and Dates

Claim Type: Dental

From Date: 05/20/2019      To Date: 05/20/2019

Provider Name: \_\_\_\_\_      Provider Address: \_\_\_\_\_, TX 78230

#### Diagnoses

Diagnosis Code	Description

#### Procedures

Procedure Code	Description	Tooth Code	Tooth Surface	From Date	To Date	Provider Name
D2332	Resin-three surfaces, anterior	7	MFL	05/20/2019	05/20/2019	--
D2335	Resin-four or more surfaces or involving in...	8	MFDL	05/20/2019	05/20/2019	--
D2332	Resin-three surfaces, anterior	9	DFL	05/20/2019	05/20/2019	--

**Vaccines**—Displays the client’s vaccines.



Medicaid Client Portal



Logged in as [redacted]  
[Return to Search](#) | [Provider](#)

[Medicaid Benefits](#) | [Cards](#) | [Health Summary](#) ▾



Jaime [redacted]

Current Medicaid Status: **Active**  
 Medicaid ID: [redacted]

**WARNING:** The information may contain confidential Substance Use Disorder (SUD) data which is strictly regulated by 42 CFR Part 2, HIPAA, other applicable state and federal laws, the Medicaid Provider Agreement with HHSC and this site's Terms of Use located in the links below. By accessing this information, you are certifying there is an authorized purpose and you are an authorized user to do so. If you have no authority to do so or have no authorized purpose, you MUST exit this page immediately.

Vaccines

This is a list of the vaccines that you got.

Search:

Dates:

Vaccine	Dates Vaccinated ▾				
Flu quadrivalent injectable pfree	10/12/2018	09/29/2017			
Flu trivalent injectable	12/07/2016	10/13/2008			
Tdap	03/11/2016				
MCV4P	03/11/2016				
Flu trivalent nasal	01/25/2016	10/31/2014	12/13/2013	08/26/2010	
HepA-Ped 2 Dose	04/16/2009	10/13/2008	01/25/2008		
Polio-Inject	04/16/2009	04/21/2006	01/09/2006	06/10/2005	
DTaP, NOS	04/16/2009	01/25/2008	04/21/2006	01/09/2006	06/10/2005
MMMD	04/16/2009	04/21/2006			

Showing 10 of 14 items



- [Home](#)
- [Find a Doctor](#)
- [CHIP/Children's Medicaid](#)
- [Common Questions](#)
- [Contact Us](#)
- [Connect with Texans](#)
- [Privacy Practices](#)
- [Texas Online](#)

**Prescription Medicines**—Displays the client’s prescriptions. Prescription information is only available if it has been reported to TMHP.

The screenshot shows the Medicaid Client Portal interface. At the top left is the Texas Health and Human Services logo. The main header reads "Medicaid Client Portal" and includes a user profile icon with the text "Logged in as" and "Return to Search | Provider". Below the header is a navigation bar with "Medicaid Benefits", "Cards", and "Health Summary". A "Print" button is visible in the top right of the content area.

The user profile section displays the name "Jaime" and "Current Medicaid Status: Active" with a green checkmark. Below this is a warning message: "WARNING: The information may contain confidential Substance Use Disorder (SUD) data which is strictly regulated by 42 CFR Part 2, HIPAA, other applicable state and federal laws, the Medicaid Provider Agreement with HHSC and this site's Terms of Use located in the links below. By accessing this information, you are certifying there is an authorized purpose and you are an authorized user to do so. If you have no authority to do so or have no authorized purpose, you MUST exit this page immediately."

The "Prescription Medicines" section includes a search bar and a table of prescriptions. The table has columns for Pharmacy Name, Medicine, Date Filled, Amount Prescribed, Amount Received, Days Supply, and Refills Remaining. Below the table, it says "Showing all of 10 items".

Pharmacy Name	Medicine	Date Filled	Amount Prescribed	Amount Received	Days Supply	Refills Remaining
PHARMACY	IBUPROFEN 100 MG/5 ML SU...	08/08/2013	0	118	3	1
PHARMACY	AMOX-CLAV 400-57 MG/5 ML...	08/08/2013	0	150	10	0
PHARMACY	OTOZIN EAR DROPS ML	08/08/2013	0	20	7	1
PHARMACY	CLONIDINE HCL 0.2 MG TABL...	03/06/2012	0	30	30	0
PHARMACY	RISPERIDONE 1 MG TABLET EA	03/06/2012	0	3	3	0
PHARMACY	VYVANSE 20 MG CAPSULE EA	03/06/2012	0	30	30	0
PHARMACY	SILADRYL 12.5 MG/5 ML LIQU...	08/17/2011	120	120	8	1
PHARMACY	HYDROCORTISONE VAL 0.2%...	08/17/2011	45	45	7	1

## Resources

Call the TMHP Electronic Data Interchange (EDI) Help Desk for technical issues with the portal at 866-863-3638.

Providers who are not enrolled in Texas Medicaid can verify client eligibility at a “Yes” or “No” level using the [Client Eligibility Lookup](#) page.

It is your responsibility to verify the client’s eligibility before you render services and submit claims to TMHP. You can verify a client’s eligibility using TexMedConnect or the TMHP Automated Inquiry System (AIS) at 800-925-9126.

Clients can view and order replacement Medicaid cards by accessing the [YourTexasBenefits.com](#) Medicaid Client Portal or by calling 800-252-8263. Providers can refer clients to the [Managing your Medical Information](#) guide for help with the Medicaid Client Portal.

This document is produced by TMHP Training Services. Contents are current as of the time of publishing and are subject to change. Providers should always refer to the TMHP website for current and authoritative information.